

Comparisons of Job Characteristics

Focus Occupation: [Switchboard Operators, Including Answering Service \(43-2011\)](#)

Associated Occupation: [Telephone Operators \(43-2021\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 87

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation: Telephone Operators (43-2021)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.9	15.2	<< Extensive education and/or training may be required
English Language	11.2	14.2	11.6	< Expanded education and/or training may be required
Communications and Media	5.3	9.5	4.8	<< Extensive education and/or training may be required
Telecommunications	3.9	7.6	6.2	< Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation: Telephone Operators (43-2021)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	12.4	11.1	< A higher skill level may be required
Speaking	10.8	12.1	10.0	< A higher skill level may be required
Service Orientation	7.9	11.4	8.9	< A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)
Associated Occupation: Telephone Operators (43-2021)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	15.0	12.4	<	Some improvement in abilities may be required
Oral Comprehension	12.5	14.1	12.1	<	Some improvement in abilities may be required
Speech Recognition	9.9	13.8	15.0	0	Current ability level may be sufficient
Speech Clarity	10.2	13.4	12.7	0	Current ability level may be sufficient
Written Comprehension	11.0	9.4	8.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)
Associated Occupation: Telephone Operators (43-2021)

Work Activities	Exclusivity of Activity
Answer calls using switchboard	89
Answer customer or public inquiries	41
Arrange teleconference calls	78
Ensure correct grammar, punctuation, or spelling	48
Operate business machines	68
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

Focus Occupation: Switchboard Operators, Including Answering Service (43-2011)
Associated Occupation: Telephone Operators (43-2021)

Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.